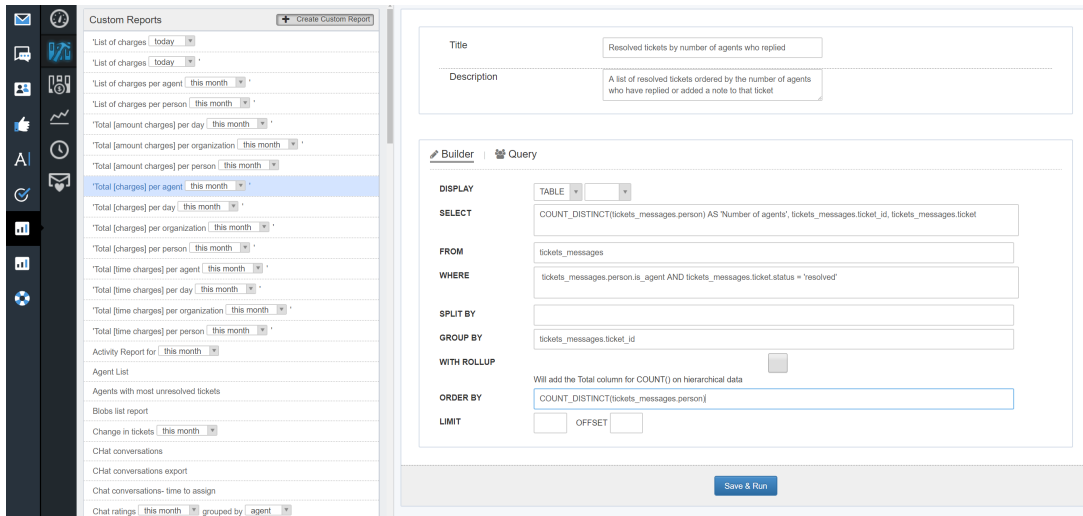


How can I see which tickets have been resolved by only one agent?

Benedict Sycamore - 2018-05-14 - Comments (0) - Creating Reports

For a number of purposes, you may want to generate a report that shows a list of resolved tickets ordered by the number of agents who have replied or added a note to that ticket. Simply enter these queries into the query builder when creating a custom report in the reporting interface:

```
SELECT DPQL_COUNT_DISTINCT(tickets_messages.person) AS 'Number of agents',
tickets_messages.ticket_id, tickets_messages.ticket
FROM tickets_messages
WHERE tickets_messages.person.is_agent AND tickets_messages.ticket.status = 'resolved'
GROUP BY tickets_messages.ticket_id
ORDER BY DPQL_COUNT_DISTINCT(tickets_messages.person)
```



The screenshot displays the 'Custom Reports' interface in Deskpro. On the left, a sidebar lists various report templates such as 'List of charges per agent' and 'Total [amount charges] per organization'. The main area shows a 'Builder' tab with a 'Query' section. The query builder includes fields for Title, Description, Display, Select, From, Where, Split By, Group By, With Rollup, Order By, and Limit. The 'Where' clause is populated with the query: 'tickets_messages.person.is_agent AND tickets_messages.ticket.status = 'resolved''. The 'Order By' clause is 'COUNT_DISTINCT(tickets_messages.person)'. A 'Save & Run' button is visible at the bottom right of the query builder.

This will generate a report that shows a list of resolved tickets ordered by the number of agents who have replied or added a note to that ticket.

For more information on creating reports, refer to our guide on the [Anatomy of a DPQL Query](#).